

AMENDED IN ASSEMBLY JANUARY 7, 2010

AMENDED IN ASSEMBLY JANUARY 4, 2010

AMENDED IN ASSEMBLY APRIL 22, 2009

CALIFORNIA LEGISLATURE—2009–10 REGULAR SESSION

ASSEMBLY BILL

No. 424

Introduced by Assembly Member Torres

February 23, 2009

An act to add Section 53114.5 to the Government Code, relating to the 911 emergency-response *telephone number* system.

LEGISLATIVE COUNSEL'S DIGEST

AB 424, as amended, Torres. Warren-911-Emergency Assistance Act: public education campaign.

The Warren-911-Emergency Assistance Act requires every local public agency to establish and operate, or to be a part of, an emergency telephone system using the digits "911," and creates the State 911 Advisory Board to assist in facilitating the purpose of the act to establish the number 911 as the primary emergency telephone number statewide.

This bill would require the office of the State Chief Information Officer to develop and implement a public education campaign to instruct the public on the appropriate and inappropriate uses of the 911 emergency-response *telephone number* system.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

SECTION 1. The Legislature finds and declares all of the following:

(a) Calling 911 is the primary way of initiating communication between the public and public safety and law enforcement responders.

(b) The 911 emergency-response *telephone number* system in California is facing multiple challenges in meeting the needs of the public, including rapidly evolving communications technologies, under-staffing of public safety answering points, budget constraints, and technical limitations of the current systems. Due to these challenges, the state's 911 emergency-response *telephone number* system is failing to meet minimum standards for response in some areas, and jeopardizing the health and safety of Californians.

(c) ~~The public~~ Californians can participate in addressing some of these challenges by increasing their knowledge of appropriate and inappropriate uses of the 911 emergency-response *telephone number* system, and the characteristics of the communication systems they use to access the 911 emergency-response *telephone number* system.

(d) The responsible state entities should undertake a public education campaign to increase the public's knowledge and assist the public in making effective use of the 911 emergency-response *telephone number* system, thereby improving the performance of the ~~entire~~ 911 emergency-response *telephone number* system.

SEC. 2. Section 53114.5 is added to the Government Code, to read:

53114.5. (a) The office of the State Chief Information Officer shall develop and implement a public education campaign to instruct the public on appropriate and inappropriate uses of the 911 emergency-response *telephone number* system. The public education campaign may include any of the following:

(1) Education programs designed to help members of the public: ~~distinguish emergencies that require a 911 call from nonemergencies that can be handled through other types of requests for information and response.~~

(2) ~~Education programs about alternative systems, such as 211 and 311, that can provide nonemergency assistance to the public.~~

1 ~~(3) Education programs designed to help members of the public~~
2 ~~understand what information they can provide when calling 911~~
3 ~~to assist the 911 relay operator or dispatcher, including, but not~~
4 ~~limited to, the caller's phone number, the caller's location, and a~~
5 ~~brief description of the emergency.~~

6 ~~(4) Any other matters that the office deems appropriate or that~~
7 ~~the advisory board recommends and the office approves.~~

8 ~~(A) Distinguish emergencies that require a 911 call from~~
9 ~~nonemergencies that can be handled through other types of~~
10 ~~requests for information and response.~~

11 ~~(B) Understand alternatives, including 211 and 311, that can~~
12 ~~provide nonemergency assistance to the public.~~

13 ~~(C) Understand what information they can provide when calling~~
14 ~~911 to assist the 911 relay operator or dispatcher, including, but~~
15 ~~not limited to, the caller's phone number, the caller's location,~~
16 ~~and a brief description of the emergency.~~

17 ~~(2) Education programs aimed specifically at informing~~
18 ~~schoolage children about the appropriate and inappropriate uses~~
19 ~~of 911.~~

20 ~~(3) Any other matters that the office deems appropriate or that~~
21 ~~the advisory board recommends and the office approves.~~

22 (b) The costs to develop and implement the public education
23 campaign shall be costs of administration within the meaning of
24 paragraph (3) of subdivision (a) of Section 41136 of the Revenue
25 and Taxation Code, so long as these costs directly relate to the 911
26 emergency telephone number system, and shall be funded upon
27 an appropriation by the Legislature for that purpose.